

ANNEXE 2



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Reigate and Banstead Council

Review of need assessment for a new crematorium at Woodhatch

Prepared by

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1. Introduction

PLMC were commissioned to review the need assessment submitted to the Reigate and Banstead Council planning authority for a proposed new crematorium facility at Woodhatch.

This review was to focus on the aspects of the assessment that relate specifically to the crematorium industry. Wider planning considerations have not been addressed in this report.

The main body of this report is in the form of a table, which references key sections and narrative taken from the applicant's need assessment, and comments on these. In doing this, we have tried to avoid addressing points made more than once in the need assessment. Sections for which we have no comments have been excluded from the table.

The approach used has been to develop catchment data for the proposed site with reference to the existing neighbouring crematoria which currently serve the people of Reigate and Banstead, which currently does not have a crematorium of its own. These calculations are compared with the data provided by the applicant to establish whether there a quantitative need for the new crematorium can be confirmed. These findings are included within the assessment table above where required.

At the end of the report, we briefly summarise our assessment of the need for the proposed crematorium.

2. Assessment of need with comments.

Reference	Information stated	Comment
1. Executive summary	See below	
2. Introduction		
2.1	148,748 residents	Accepted (2021 estimate: 150,963)
2.4	In 2018, 78% of those who died in the UK were cremated.	Correct ⁱ
3. Cremation history		
3.8	In 2018 the number of cremations in the UK was recorded at 481,712	Correct ⁱⁱ
4. Future of Cremation in the UK		
4.1	... most new crematoria cater for between 1,000 and 1,600 cremations per annum	Correct
4.2	From 2011... the death rate has started to increase from 552,232 in 2011 to 616,014 in 2018	Accepted ⁱⁱⁱ

4.4	In 2016 the ONS published National Population Projections indicating an increase in the death rate by 23% from 2016 – 2036. Should these projections prove to be correct, it is estimated that almost 800,000 people in the UK will die in 2036.	Population projected to be up 9.4% by 2036, to 71,814,000. 597,206 deaths in 2016, of population 65,648,000 = 0.91%. Deaths calculated by projection to reach 653,507 by 2036. Cannot reconcile 800,000 prediction but not a material factor specific to the application.
4.8	Randall's Park and Surrey and Sussex the most expensive in the UK	Correct. £1,070 per cremation at 1 st January 2020.
4.16	UK will face an increasing need for cremation, based on ONS projections on the increasing number of deaths in future decades.	Correct. See 4.4 above.
5. Planning a crematorium		
5.4.5	It has become accepted that a 40-minute service time should be the basis of the capacity of a crematorium providing a reasonable service to bereaved families. On this basis, it is possible to hold 12 services per day, at a crematorium operating from 9am to 5pm.	Correct. At busy crematoria doing over 2,000 cremations a year, back to back 30 minute funerals can feel rushed and cause congestion problems for mourners arriving /departing the service. Last service would be at 4:20.
5.4.6	Accepted number of operational days per annum is 252 operating days per year.	We work on 365 -104 weekend days -8 public holidays, so 253. So potential capacity 253 x 12 = 3,036 services a year.
5.4.7	Most funerals take place between 10.30am and 4.00pm	Correct. See chart for a typical crematorium below.
5.4.8	Planning appeals now recognise that each crematorium has 'practical capacity' of 8 service times per day, 2016 service times per year.	Correct. Last service at 3:10, ending at 3:50. We would calculate annual practical capacity as 253 x 8 = 2024 per year.
5.4.9	Death rates throughout the year vary and should be taken account of.	Correct. See chart below.
5.4.9	Operating above 80% of practical capacity places a crematorium under pressure	Correct. Now widely accepted.

	to offer a cremation service that meets an unacceptable quantitative standard	
5.4.10	80% of the 'practical capacity equates to 1,613 cremations, per chapel per annum.	We calculate this as 2024 x 0.8 = 1,619 per year.
5.4.11	Randall's Park provide 30-minute services and unable to extend this to 40 minute services, due to the demand forced upon them by the lack of a suitable alternative facility	A fair conclusion but no evidence provided.
5.4.12	As cremations continue to increase, more pressure is placed on existing crematoria, some of which are already unable to meet their quantitative standard, resulting in falling standards of service.	Correct.
5.5 Catchment Areas and Drive Time		
5.5.3	From the planning appeals it has been established and is generally accepted that a cortege will travel at two thirds the speed of a standard car and should not expect to travel for longer than 30 minutes before arriving at the crematorium.	Correct. This means that a journey that would, say, take 20 minutes by a vehicle travelling in normal conditions would take 30 minutes for a cortege.
5.5.5	This methodology, using 30-minute cortege speeds and excluding motorways from calculations of drive time, is then utilised to establish the reasonable catchment areas of the crematoria.	PLMC use the same methodology.
6. Crematorium Need – Reigate & Banstead and Surrounding Areas		
6.2.1	Figure 5 shows the locations of each of the existing crematoria servicing the borough of Reigate and Banstead. It also shows the location of the proposed crematorium on land West of New Farm Pond Depot, Woodhatch Road, Woodhatch. Consideration	Correct. Drive times and catchment figures are key.

	needs to be given to the drive times and catchment areas of these crematoria	
6.2.2	It is clear that by removing the motorways, as these are not generally used by funeral directors, there would be a shrinkage in the catchment areas for Randall's Park and Surrey & Sussex Crematoria	In some cases the motorway would be taken but it is fair to say this would sometimes be avoided if possible.
6.2.3	The isochrones utilised, with the motorway information, show the extended catchment areas for Randall's Park and Surrey & Sussex crematoria. The area shown in green indicates the approximate areas artificially extended due to the influence of the motorway network and therefore the areas where residents currently reside outside of the 30 minute cortege drive time of either of the two existing crematoria.	Accept this although our isoline map is slightly different as we use a specific time of arriving at a crematorium (11:30 on a Wednesday morning) as our standard calculation. We do not know what methodology the applicant used.
6.2.4	All residents, whichever Borough they may live in, will benefit from a more local crematorium, more than this they will benefit from a greater choice of service.	Correct.
6.2.4	A new facility will provide both the choice of new against traditional also, for many, it will provide a more convenient option. Finally, a new crematorium will potentially allow bereaved families to choose a less expensive option to crematoria currently charging the highest fees in the UK.	Correct. Most new developments have the flexibility to accommodate wider choices with regard to the type of service requested. It is assumed lower pricing has been built in to the business model.
6.2.5	Some to the north of Reigate may be tempted by the lower fees charged by either NE Surrey or Croydon	Cremation fee is not usually a consideration to the bereaved, as it is only a quarter of the overall funeral cost.
6.2.5	Figure 6 identifies the likely influence of South London traffic, as the 30-minute cortege drive time catchment areas are significantly smaller.	Agree. Drive time and confidence of being on time is a key factor

	Drive times into such crematoria could be difficult, even in off peak hours.	
6.2.5	Further to this, the qualitative standards of these two crematoria and the fact they both lie within poorly maintained cemeteries, may further affect any decision to use either of these options.	Justified by qualitative assessment.
6.2.8	Figure 6 indicates that there is currently many residents of the borough of Reigate and Banstead and surrounding areas, without access to a crematorium within a 30-minute drive.	Our catchment calculations bear this out.
6.2.9	Currently, choice for residents of the borough is restricted to two crematoria set within the confines of very old cemeteries in the South of London, well outside the 30-minute cortege drive time for most of the borough; or one of two highly priced crematoria, one of which is operating well outside of the quantitative standards (by 34%) and is subject to occasional flooding, the other is reaching its quantitative standard (7% within) with evidence of a very busy site.	Correct.
6.2.10	Figure 8 shows Woodhatch crematorium and its potential catchment areas, using both a 30-minute cortege speed drive time catchment and a 30-minute standard drive time catchment. This clearly identifies that most of the borough of Reigate and Banstead lies within the 30-minute cortege drive time catchment area and very easily lies within the 30-minute standard drive time catchment area. This will provide both easier access and improved choice of the type of service	Correct. According to our calculations 93% of the population lie within 30 minutes at cortege speed. At standard drive time 100% of the population are within 30 minutes.

	residents want to receive from their crematorium of choice.	
6.2.11	Funeral Directors in parts of the country, however, do report that where standards at a particular crematorium exceed the standards of their competing crematoria, then families have stated to them that they are willing to travel up to 10 minutes further to ensure they can provide the very best 'send-off' for their loved ones	Accept this. We have used a share facility instead which means that if another crematorium(s) is(are) within ten minutes of the closest ward then the population of that ward is divided between them.
6.2.12	Using the 30-minute cortege speed (including motorways), the population calculated within the catchment area is 383,253	Our calculation brings the total 30-minute cortege speed catchment at 306,603 based their figures on the fastest time. We estimate 142,378 live closer to Woodhatch than any neighbouring crematorium. Taking into account crematoria could be contending catchment areas within 10 minutes of the closest site, we estimate a realistic market share for Woodhatch would be 125,445.
6.2.12	Interestingly, the 30-minute cortege speed catchment for Croydon crematorium has the largest catchment population of 767,204 but carries out the lowest number of cremations. Randall's Park has a catchment population of 610,323, which is probably why it carries out an average of 2,165 cremations per annum, through only one chapel.	We are happy to accept this, although we have not calculated catchment figures for each neighbouring crematorium. This can be done if required.
6.2.13	Of course, the potential catchment areas for the proposed Woodhatch crematorium site will overlap the catchment areas of existing crematoria to some extent, however, this is good.	Good for the customer but affected operators may disagree.

6.3 Capacity of Existing Crematoria		
6.3.4	Randall’s Park is already 34% outside of the quantitative standard, managing to deal with current demand by providing a 30-minute service time, significantly below the standards recommended by the national organisations representing the industry, to allow families to meet their increasing need to provide a meaningful ‘celebration of life’ service for their loved one.	Correct.
6.3.5	Surrey and Sussex crematorium is only 7% away from reaching capacity and given the likely increases in the number of deaths in the forthcoming years will soon reach its quantitative capacity if another facility is not provided in the near future.	Correct.
6.3.6	Croydon crematorium, which seems to be operating well within its capacity, however, questions do need to be asked why this might be, when competing crematoria such as Randall’s Park and NE Surrey are both operating beyond their quantitative capacity	Correct. 5.4 addresses this.
6.3.7	These four crematoria have averaged 8,821 cremations between them each year, over the past three years and it is estimated that Randall’s Park and Surrey & Sussex have been responsible for the majority of cremations from the Reigate and Banstead area, with some attracted to NE Surrey based on the high prices of the aforementioned crematoria, their fees being the highest in the country, in line with their operator’s (Dignity plc) pricing policies. Randall’s Park and Surrey & Sussex Crematoria are amongst a group of 10	Data correct. The use of Randall’s Park and Surrey & Sussex by Reigate and Banstead residents is anecdotal but probably a fair assumption. The effect of low fees on ongoing investment sums at NE Surrey would need further investigation unless the applicant can provide the information to substantiate this.

	Dignity plc crematoria charging the highest fees in the country, with a fee of £1,070.00 per cremation. The significantly lower fee of £650.00 at NE Surrey, undoubtedly attracts some additional custom, however, the question must be asked as to whether the fees leave sufficient for ongoing investment into the service and again, this may be answered in section 5.4 of this report.	
6.4 Population and Deaths		
6.4.1	It is important, when considering the need for a further crematorium, to consider whether any potential growth in the surrounding population and particularly any growth in the number of deaths, will have an impact on such facilities.	True.
6.4.2	Over the next 10 years, the UK's population is expected to grow by around 4.9%, with England's projected growth to be slightly higher at 5.0%. There will also be an increasing number of persons aged 85 years and over, this age group projected to almost double over the next 25 years.	Accept. UK population up 5.1% by 2031 from 2018 base year. England significantly higher increase: up 5% by 2028. ¹ The 85+ age group is the fastest growing and is set to double to 3.2 million by mid-2041 ²
6.4.3	Figure 9 shows the likely increase in population in Reigate & Banstead and surrounding boroughs. For the period from 2018 – 2043, the expected increase in population in England is 9.59%, whilst in Reigate it is predicted to be very close to the national figure, at 9.61%. Tandridge is expected to increase by 7.61%, Crawley by 5.84% and Mole Valley by only 1.29%.	Accept, though understated. From a 2018-base, by mid-2043. . England up 10.2%. Reigate: +10.44% Tandridge: +8.08% Crawley: +6.38% Mole Valley: +1.1%

¹ ONS National population projections 2018-based

² www.ageuk.org.uk

6.4.4	Local authorities in the region are preparing for the increases in population by addressing the need for housing. Across the surrounding catchment areas, including Tandridge Borough Council, London Borough of Croydon, London Borough of Sutton, Mole Valley District Council, Epsom and Ewell Borough, the Councils are seeking to deliver at least 53,000 dwellings up until 2036 based on the housing need figures outlined in adopted Development Plans.	Accepted. We estimate 56,135 new dwellings.
6.4.5	Whilst population figures are expected to grow, the percentage growth over the next 25 years remains in single figures. On the other hand, remembering the impact of the ‘baby boomer’ years the predicted increases in the number of deaths in the region are significantly higher.	Baby Boomers are the post-war generation defined more formally as those born between 1946 and 1964. In 2019, they will be aged between 55 and 73 and account for nearly 14.3 million (21.3%) of the UK’s population.
6.4.6	Figure 10 provides ONS predictions for the number of deaths in Reigate & Banstead and adjacent boroughs from 2019 to 2043. The predictions for Reigate & Banstead show more than a 35% increase in deaths, whilst Tandridge predictions indicate a 34% increase and both Mole Valley and Crawley show around a 26% increase in the number of deaths, all above the UK average	The estimated increase in deaths by 2043 are much higher than our figures suggest. Our highest is Reigate and Banstead 9.7%; lowest Mole Valley 1.2%. Do we need to see how their figures we derived? Assume baby boomers, over 85s and housing programme are key ingredients?
6.5 Qualitative Reviews		
6.5.5	Clearly, Croydon crematorium has been unable to meet such needs for some considerable time as their cremation figures have remained relatively static for the past 10 years or more.	Correct.

6.6 Qualitative Review - Randall's Park		
6.6.1	Randall's Park Crematorium is operated by Dignity Crematoria Ltd and carries out around 2,165 cremations per annum (3-year average). It has only one chapel and adjoins the cemetery, although the cemetery is distant enough not to impact on the crematorium unless the wrong entrance is used. The building was opened in 1961 and is typical of crematoria built around that time, although the crematorium buildings present as a slightly muddled range of different architectural styles due to the additions to the buildings over time	Correct.
6.6.2	Unfortunately, the crematorium adjoins the River Mole on its southern boundary and there have been several incidents of serious flooding in 2013, 2014 and 2019/2020. In March of this year the crematorium had still not opened, forcing families to other crematoria and placing pressure on services already at, or over, quantitative capacity.	Incidents not verified but accepted
6.6.3	Cremation services are available Monday to Friday 9am to 5pm, however, service times are only 30 minutes.... As previously identified, 30-minute service times are now considered to be too short for a meaningful service, as this also has to allow for families to enter and exit the chapel, leaving only 20 minutes or so for the actual service.	As at 1 st May 2019 service slots are 45 minutes apart ³ , allowing 30 minutes for the service.
6.6.4	The chapel is reasonably presented but only seats 72.... It does have a Wesley	We cannot verify this.

³ Dignity website – fees and charges schedule.

	audio/visual system with a conservative sized video screen and the ability to webcast and record services	
6.6.5	The site generally maintains an appearance of openness, however, the old walled garden has been extensively used as a garden of remembrance for the placement of memorialisation. It is now becoming overpopulated with memorials and feels somewhat 'cluttered', again distracting from an area that should be provided for quiet contemplation. The range of memorials available is extensive, however, this is becoming detrimental to the landscape and is now overflowing into the areas around the crematorium.	Pictures verify this but opinion subjective
6.6.6	The compression of services onto 30-minute 'slots' also means car parking facilities may be less than adequate during peak periods.	Now 45 slots so pace and congestion less of a problem
6.6.7	It has been evidenced elsewhere in the country that where better provision has been made in a new crematorium then this helps drive up service standards at existing crematoria. Recently, a new crematorium provided with impressively landscaped grounds and high-tech audio-visual system with two 86" video screens and noticeably higher standards of care for funeral directors and families alike, has resulted in changes in standards at nearby crematoria.	Personally agree that this is probably true but do we need evidence of this?

<p>6.7 Surrey and Sussex Crematorium</p>		
<p>6.7.1</p>	<p>Surrey and Sussex Crematorium is operated by Dignity Crematoria Ltd and carries out around 3,007 cremations per annum (3-year average). The building was opened in 1956 and, like Randall’s Park, is typical of crematoria built around that time. As such, the provision for the bereaved is both cramped and dated and there appears to be little investment to modernise such spaces as waiting areas. The two chapels, however, are modern and maintained to a good standard.</p>	<p>We cannot verify this.</p>
<p>6.7.2</p>	<p>It has two chapels, the larger, St Richard’s Chapel, caters for approximately 134 mourners, seated, but has additional standing room to take it to a maximum capacity of 200. There is a waiting room for this chapel, however, it has only 10 seats. The second chapel, St Michael’s Chapel, has 54 removable seats. This too has a dedicated waiting room with 11 seats.</p>	<p>Cannot be verified.</p>
<p>6.7.3</p>	<p>Both chapels are equipped with audio /visual systems and two screens in each chapel, together with an organ. There are webcasting facilities and facilities to record the services. Both chapels have attractive modern stained-glass windows, however, the design does provide the chapels with a church-like feel.</p>	<p>Cannot be verified.</p>
<p>6.7.4</p>	<p>Surrey & Sussex is the only one of the competing crematoria not set in the grounds of a cemetery, however, whilst the site is well wooded, it feels a little cramped and is packed</p>	<p>Correct but opinion subjective.</p>

	full of a wide range of memorialisation.	
6.7.5	Cremation services are available Monday to Friday 9am to 5pm with service times of 45 minutes. The 124 car parking spaces are provided in two car parks, one with 91 spaces and the other with 33. This is a reasonable amount of car parking space, in line with guidance from the FBCA. However, at peak times there may be a service taking place in both chapels and gaps between services are effectively only around 20 minutes apart. Once again, the feeling that families are part of a 'conveyor belt' funeral process will be prevalent	Information accepted. Opinions subjective.
6.7.6	The site feels very cramped during peak periods and there is evidence of parking taking place in unauthorised spaces on the site, damaging soft landscaped areas.	Pictures evidence damaging soft landscape areas.
6.7.8	The memorial marketing policies of crematoria like Surrey & Sussex, means large numbers of memorials are often sold to bereaved families, often in perpetuity. This results in excessive memorialisation, with every part of the grounds being cramped with a wide range of memorial options. Once again this is not conducive to a site originally designed for quiet contemplation.	Business decision by the operator. Perpetuity not an option for local authority sites (100 years maximum).
6.8 Qualitative Review - Croydon Crematorium		
6.8.1	Croydon crematorium is a local authority owned crematorium carrying out around 1,731 cremations per annum (3-year average). It has two chapels located next to a large car park in the grounds. The West	Data accepted. Two chapels data verified.

	Chapel is a more traditional design and has seating for 80 people on wooden pews. The second chapel, the East Chapel, whilst still a little dated it is of a more modern design and can accommodate a larger congregation of 130 people.	
6.8.2	Cremation services are available Monday to Friday 9am to 4pm and then Saturdays between 9am and 11:45am. However, with two chapels service times can effectively be only 20 minutes or so apart and access to this relatively small crematorium site can become congested during peak times.	Accepted. Evidence of congestion required?
6.8.3	Access to the site from Thornton Road means you pass the public mortuary, slightly distracting for those mourning the death of loved ones. The entrance is then unmarked and together with the abandoned offices behind, provide a rather unwelcoming introduction to the site	Opinion subjective but fair point.
6.8.4	Access through the gates is single file, due to the width of the gates. Add to this that the access is off the extremely busy Thornton Road, then even during quiet times, this can result in queuing traffic. During peak times significant delays could be expected, particularly as those entering and those exiting must wait until opposing traffic have passed through the gates. Generally, traffic appears to be a major problem in the immediate area around Thornton Road.	Pictures confirm gate width and busy road. Evidence required of traffic congestion?
6.8.5	Once in the rather compact area immediately surrounding the crematorium, it is reasonably well maintained	Opinion subjective.

	but has large unsightly flower storage areas and limited opportunity for memorialisation.	
6.8.6	Maintenance of some of the hard landscape is still a problem and whilst there has been some investment in the site, in the form of relatively new office accommodation, little consideration has been given to matching the red brick of the existing buildings. The crematorium does have a green flag award for the site, but it sits within a cemetery that has much lower standards of maintenance.	Opinion subjective. Does cemetery maintenance affect the crematorium service to the extent it will affect the funeral location choice of families?
6.8.7	The traffic problems at the Thornton Road entrance might force traffic to access or exit the site through the Mitcham Road entrance, but there does not appear to be any formal one-way system which might help reduce congestion.	No evidence but accepted.
6.8.8	Whilst the Mitcham Road entrance has a similar single file traffic situation, it leads out on to a slightly quieter road. An internet search can take one to the Mitcham Road entrance and you are then forced to enter the crematorium through some extremely poorly maintained areas.	Single file evidenced by photo. Maintenance standards also evidenced by photos.
6.8.11	It is reasonable to expect that the service is unlikely to change greatly in future years and due to the poor levels of service then bereaved families will continue to seek services provided at other crematoria in the region.	How do we know this?
6.9 Qualitative Review - North East Surrey Crematorium		
6.9.1	North East Surrey Crematorium is operated by a Joint Crematorium Committee, made up of three local	Information accepted.

	<p>authorities, Merton, Sutton and Wandsworth Councils. The crematorium carries out around 1,918 cremations per annum (3-year average). This significantly exceeds the quantitative standard, by almost 20%</p>	
6.9.2	<p>The entrance and access drive appear impressive upon the initial approach to the site. The long tree lined drive has a single chapel at the end of it, however, the impressive entrance is let down by the poor standards of maintenance and close association to the existing cemetery.</p>	Opinion subjective
6.9.3	<p>The chapel has been refurbished, however, it remains very church like in appearance both inside and out and has formal seating for a total of 80 people. The exposed rear of the chapel presents a very poor impression of the site with poorly maintained fencing around a service yard and fencing on the roof of the building attempting to hide ancillary equipment for the cremation and filtration process.</p>	<p>Seating accepted. Opinions subjective (is church like a problem?) but rear presentation is not great. However service yard areas are generally not a concern for visitors using the public access areas.</p>
6.9.4	<p>As this is a crematorium developed from an old cemetery chapel, then there is very little in the way of official parking provision, other than some poorly marked bays off the cemetery roads. Visitors have no option but to park on the roadways, which, at times, can cause some congestion, particularly if there is any overlap between the funeral parties. Signage and associated maintenance around the cemeteries are very poor and appears to display a lack of</p>	<p>Parking issues and maintenance standards evidenced by photos in part. Do we need further evidence of the remaining aspects mentioned?</p>

	investment in the site. Instead of good quality litter bins near to the crematorium building, there are prominent blue skips, designed to keep costs down rather than provide an ambient atmosphere for the bereaved families that visit the site to grieve for their lost loved ones.	
6.9.5	Cremation services are available Monday to Friday 9.20am to 4.40pm at 40-minute intervals at a cost of only £650.00, which does provide a low-cost option for those that want it, however, the quality of the service provided undoubtedly suffers, evidenced in the poor quality of the maintenance throughout the site and the lack of areas that could be considered to encourage peaceful contemplation. Even areas designed for the provision of memorialisation are poorly maintained and do not provide the type of image that should be expected by bereaved families seeking a suitable memorial for their loved ones.	Information correct. Photos do substantiate some aspects referred to. Do we need more evidence?
6.10 Summary of Existing Facilities		
6.10.1	There is no doubt that significant areas of the borough are not being served by existing facilities as demonstrated above. Even those currently being served by the existing facilities are not being provided with suitable standards of service. Grieving families are suffering delays during peak periods, are attending sites that are overcrowded with other families attending funerals, with their vehicles and, in some cases, with the	Although some narrative is subjective and without evidence, I would generally agree with the arguments made in this review of existing facilities.

	<p>memorialisation they have purchased. It appears some sites are failing to re-invest in the facility, as a result, standards of maintenance on some sites can be extremely poor. Finally, at least one site suffers from levels of congestion outside of the crematorium and poor access through single file gates. This can cause delays and frustration to families and funeral directors alike.</p>	
7.0 Woodhatch Crematorium		
7.3	<p>The crematorium has a single chapel as it is designed for around 1,000 to 1,600 cremations per annum.</p>	<p>We estimate that demand will be 1000 crematorium services a year at maturity (5-8 years), rising to 1100 by 2043.</p>
7.4	<p>At this point the Council is considering all options to reduce the environmental impact of such a development, working to ensure BREEAM 'Very Good' is achieved as a minimum. This includes:</p> <ul style="list-style-type: none"> • Latest technology to ensure full flue gas abatement to PG5/2 (12) and better • Photovoltaic panels for maximising solar energy • CO2 emissions/renewables assessed under BREEAM • Heat transfer to utilise waste heat developed from flue gas abatement system • Water consumption assessed under BREEAM • Construction works and materials to meet environmental excellence standards. All to be assessed under BREEAM • Environmentally sustainable methods of construction. Sustainable construction will be assessed under BREEAM • Landscape design using native hybrids and wild-flower meadows to attract a wide 	<p>All achievable and within the spirit and intentions of meeting "Very Good" BREEAM status.</p>

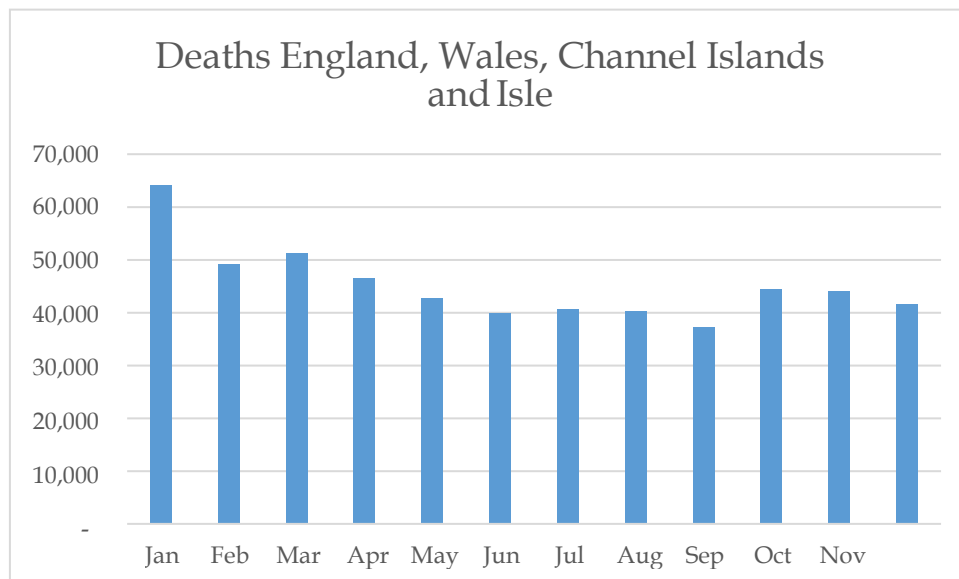
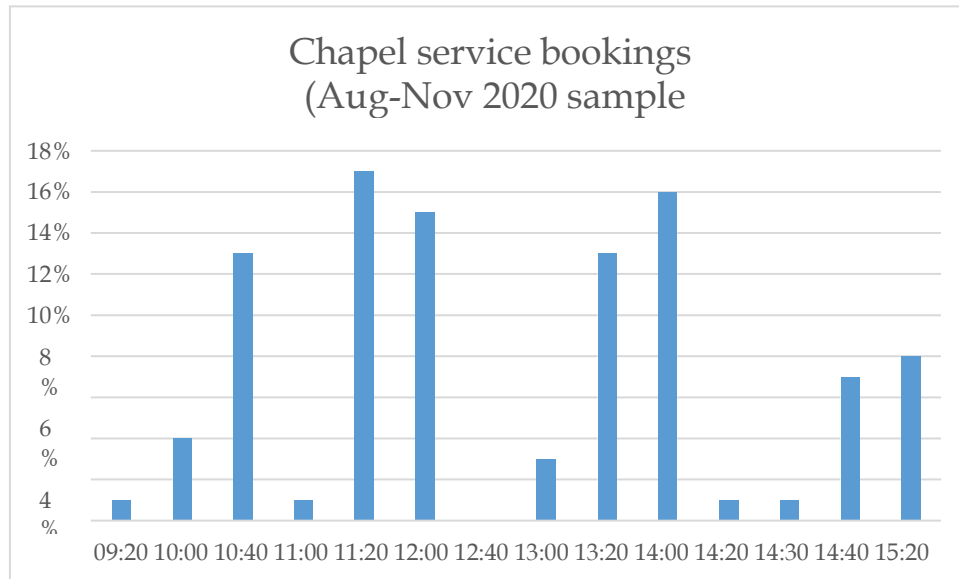
	range of local fauna. All to be assessed under BREEAM	
7.6	<p>Woodhatch is designed to facilitate the needs of bereaved families and will have:</p> <ul style="list-style-type: none"> • 60-minute services to allow families sufficient time to arrive, hold a meaningful service and depart without feeling rushed • Latest technology audio / visual systems in chapel and all associated buildings / rooms. Additionally, there will be outdoor speakers for larger services • Hi-spec, extra-large video screens to display family videos and photographs • Comfortable family room for private discussions with families • CCTV for both security and the provision of webcam services for bereaved families • Service recording options • Moveable seating to allow different seating arrangements to meet family requirements • Facilities for tea and coffee making for families and funeral directors • Memorialisation options more in keeping with a rural type of location 	All facilities listed will create a crematorium befitting the 21 st Century and an improvement on what is currently on offer at neighbouring sites.
7.7	The Council will ensure that the service is highly customer focused and will arrange for the necessary training to achieve this.	Trained staff will understand the high expectations of the bereaved with regard to the purpose, dignity and respect that should be afforded people dealing with the very real anxieties associated with the death of a loved one.
8.0 Alternative Sites		
8.1	There have been two planning applications made for the development of a crematorium in the adjoining borough of Tandridge. The first in South Godstone and the	Accepted information.

	second in Oxted. Both these crematorium applications have been refused as they have been assessed to constitute an inappropriate development in the Green Belt, causing significant harm to the openness of the Green Belt and an encroachment of development into the countryside. It has been decided that no very special circumstances exist to clearly outweigh the harm by reasons of inappropriateness and other identified harm.	
8.3	The catchment area for the proposed Woodhatch site lies considerably further to the West than the two sites recently considered by Tandridge.	Map shows this.
8.4	The relatively new facility, Wealden Crematorium, Horam, Heathfield, will have no significant effect on the numbers of bereaved families using the proposed Woodhatch crematorium, so has not been included in the qualitative assessments of existing crematoria	Agreed. Over 60 minutes away from Woodhatch site.
	The standard drive time between the two crematoria is 48 minutes on the fastest standard drive time route, and the cortege speed is only two thirds the speed.	We accept this (we make it 45 minutes) and at cortege speed would be over 60 minutes.

ⁱ Cremation.org.uk Facts and Figures 1960-2018

ⁱⁱ See ii

ⁱⁱⁱ See ii



3. Summary of key findings

- 3.1 The data in the need assessment is fundamentally sound. Whilst there are inevitable variances with our own calculations, due to different methodologies, by and large we are content that the information provided is based on logic and good industry practice.

Is there a quantitative need for a crematorium at Woodhatch? Our calculations estimate there are over 306,000 people who live within 30 minutes at cortege speed. Of these, 142,000 live closer to the proposed site than any other crematorium. Even taking into account there are geographic areas where residents will have a choice of crematoria which are within ten minutes of each other, we estimate that over 125,000 will choose the Woodhatch facility

- 32 The assertions made by the applicant regarding industry standards are also true. The concepts of potential capacity, core times for crematorium services, practical capacity and standard capacity are now accepted industry standards, accepted in several judicial reviews and planning appeals in recent times.
- 33 The same can also be said for 40/45 minute crematorium service slots, particularly when there is only one chapel. In 2007 42% of crematoria had 30 minute services. By 2019 this had fallen to just 10.7%. In the same period 40 minute services were up 2%, 45 minutes up 4%, while 60 minutes services went up nearly 24%. This represents strong evidence of the move away from 30 minute “conveyor belt” service slots to a more respectful and dignified 40 minutes or more arrangement.
- 34 With regard to broader quality issues, the need assessment rightly points to the design and presentation of buildings, structures and grounds being important factors when families are making a choice of crematorium for the service of their loved ones. Whilst this is a largely subjective matter, we believe there is little doubt that a new, modern facility catering for different needs has always been a more attractive option than many older developments that have been altered, often unsuccessfully, to meet today/s requirements. This is particularly pertinent given the long distances many are currently travelling, only to be provided by relatively below standard facilities and/or short service slots.
- 35 We therefore conclude that there is a definite need for a new crematorium in the Reigate and Banstead area and the location proposed at Woodhatch would appear to better serve the 142,000 people who currently after travel further afield for crematorium services.